A study to determine the opinion of female health workers about their expected and performed role in delivering nursing care services and client’s satisfaction with the nursing care services received in a community of selected districts of Karnataka.

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ABSTRACT

Introduction: Female health workers (ANMs) who are the foundation of public health system of India. ANMs are regarded as the first contact person between people and health institution, between needs and services and between consumer and provider. Providing a quality health care service is an utmost important function. ANMs, the key health field level functionaries, operate from the sub centers and deliver preventive, promotive and curative services to the beneficiaries, acting as the interface between needs and services. Their availability, accessibility, acceptability and sensitivity to the felt needs of community go a long way in determining service utilization and client satisfaction. Patient satisfaction is one of the important goals of any health system. Clinical outcomes of care do influence the client satisfaction. This study was under taken to determine the expected and performed roles of FHWs and client satisfaction.

Methodology: This descriptive comparative study was conducted in Hassan and Mysuru district of Karnataka, India. Simple random sampling technique was used to select female health workers under study. The data was collected among 100 female health workers and clients. Structured Questionnaire was used to elicit self reported expressed expected role and performed roles of female health workers and verification of client records and centre records were used to identify the actual performed roles. Satisfaction tool was used among clients to find the level of satisfaction. Expected role, performed roles and client satisfaction was determined.

Results: Findings revealed that the female health workers perform multiple roles and concentrated most of their health care services around reproductive and child health. On self reporting questionnaire female health workers reported their expressed Expected role and performed role as good in all the four areas of community health nursing care services namely Maternal health, Child health, Prevention control and Treatment of diseases and Managerial services. On comparison of self reported and verified performed roles of female health
workers, a significant difference was found between self reported and verified performed roles of female health workers ($t=37.66, p<0.000$) indicating over reporting of performed roles. Client satisfaction found that clients were satisfied in all the three areas namely RCH services, Other than RCH services and Therapeutic relationship.

**Conclusions**: over all the present study concluded that there was a statistical difference in self reported and verified performed roles and provided nursing care services results in client satisfaction. The quality nursing care services may be improved by paying more attention to the perspective of clients, improving competencies and skills of providers and improving the working environment by better management, supplies and motivation of staff.

**Key-words**: Female health workers, Auxiliary Nurse Midwife, public health system, sub centers, Expected role and performed role, client satisfaction.